

1) On being aggrieved by the fact of not providing any remedy on the application of load reduction dated 21.09.2018 by NA MSEDCL, complainant approached this Forum under section 6.2 of MERC CGRF and OMBUDSMAN regulation 2006 considering application dated 21.09.2018 to be deemed grievance before IGRC; for resolving the grievance.

2) Complainant's case in brief is that complainant is industrial consumer of NA MSEDCL Akot from 17.02.2008 with connected load of 107 HP (80KW) and contract demand as 100 KVA, having applied to NA MSEDCL on 21.09.2018 for load reduction to 27 HP (20KW) with contract demand as 25 KVA to be affected from second billing cycle as per Regulation 4.14 of SOP Regulation 2014. According to complainant, 1st billing cycle expired on 12.10.2018 so also second billing cycle on 14.11.2018 but NA MSEDCL did not give effect of load reduction in the bill dated 14.11.2018, in respect of tariff and demand charges though apparently it is seen that load reduction is effected from 14.11.2018 for the bill issued for October 2018. According to complainant despite bringing fact to the notice of NA MSEDCL by letter dated 22.12.2018, the grievance complaint has not been attended. According to complainant NA MSEDCL is bound by SOP regulation 2014 to pay SOP compensation for delay by default along with other liabilities. Complainant claimed SOP compensation for delay at Rs. 100/- per week before CGRF Akola on 01.04.2019. Complainant prays for correction of bills from October 2018 as per LTV BI tariff with waiver of DPC and interest on arrears due to wrong billing with SOP compensation at Rs. 100/- per week from 14.11.2018 till correction and cost of Rs. 2000/-. Complainant annexed application dated 21.09.2018, 22.12.2018 and energy bills for sept 2018 October 2018 along with the complaint.

3) Reply came to be filed belatedly by NA MSEDCL on 30.04.2019. According to NA MSEDCL, it is fact on record that complainant has applied for reduction in load on 21.09.2018 and paid the charges Rs 100 + GST on 22.10.2018. According to NA MSEDCL reduction in load is affected by distribution centre 1 from 107 HP to 27 HP in the energy bill for October 2018. According to NA MSEDCL due to technical fault the tariff 36 LT V BII could not be changed and complainant continued to be billed as per higher tariff, till it was corrected in March 2019. According to NA MSEDCL revision for tariff difference will be effected from April 2019 and amount will be adjusted in the energy bill of April 2019.

4) Shri. Bhavesh H. Somaiya learned representative for complainant and Shri N. B. Rawade, Dy. Executive Engineer Akot for MSEDCL were present for the hearing held on 08.05.2019. Shri. Bhavesh H. Somaiya learned representative for complainant urged that complainant is satisfied with the remedy provided by NA MSEDCL in their reply before Forum with assurance for revision of bill for tariff difference with the suggestion that NA MSEDCL should waive the interest on arrears and DPC due to wrong billing by NA MSEDCL.

5) Shri N. B. Rawade, Dy. Executive Engineer Akot for MSEDCL urged that the grievance is already resolved and excess recovery of tariff difference due to wrong billing will be adjusted in the revision for April 2019 and also accepted the waiver of interest on arrears and DPC, unpaid due to wrong billing on the part of NA MSEDCL.

6) Having heard the parties and considering material placed on record, Forum is of the view that NA MSEDCL here resolved the grievance and assured for revision of bill for tariff difference with waiver of interest and DPC on arrears and having noted the satisfaction on the part of complainant over the remedy provided by NA MSEDCL, Forum hereby unanimously disposed off the grievance, hence the order.

ORDER

1. That the Complaint No. 16/2019 Dated 01/04/2019 is hereby disposed off.

S/d/-
Member Secretary

S/d/-
Member (CPO)

S/d/-
Chairman

Contact details of Electricity Ombudsman appointed by
MERC (CGRF&EO) Regulations 2006 under Regulation 10:

THE ELECTRICITY OMBUDSMAN,
Office of Electricity Ombudsman (Nagpur)
Plot No.12, Shrikrupa, Vijaynagar,
Chhaoni,Nagpur-440 013.Phone:- 0712-2596670

No. CGRF/AKZ/Akola/114

Dt:- 21.05.2019

To,
The Nodal Officer
Executive Engineer,
MSEDCL, O. & M.
Akot Division.

The order passed on **21.05.2019** in the Complaint No. **16/2019** is enclosed herewith for further compliance and necessary action.

Secretary,
Consumer Grievance Redressal Forum,
MSEDCL, Akola Zone, Akola.

Copy s.w.r. to:-

- 1) Chief Engineer, MSEDCL, Akola Zone, Akola.
- 2) Superintending Engineer MSEDCL, O. & M. Circle, Akola.

Copy to :-

- 1) M/S Shri Krishna Agro Industries Prop. Gurumukh Sattardas Parwani,
S/70 14861 Lohari Road Akot, % Shri Bhavesh H. Somaiya, flat no.
A2-405, Rami heritage Society opposite old RTO Office, Murtizapur road
Akola-444004.